

## **PRESS RELEASE**

### **FOR MEDIA INFORMATION**

**Contact:** Rika Meyer, Marketing Manager

**Email:** Rika.Meyer@AdventHealth.com

**Date:** April 24, 2023

### **The AdventHealth Surgery Center of Rome receives 2022 Press Ganey Human Experience Guardian of Excellence Award®**

The AdventHealth Surgery Center of Rome has been named a 2022 Human Experience (HX) Guardian of Excellence Award® winner by Press Ganey, the global leader in health care experience solutions and services. This award is part of Press Ganey's annual ranking of the top hospitals and health systems in the country, according to performance in patient experience.

As a winner of the Press Ganey HX Guardian of Excellence Award®, the AdventHealth Surgery Center of Rome is in the top 5% of health care providers in delivering patient experience in the last year. Press Ganey works with more than 41,000 health care facilities in its mission to reduce patient suffering and enhance caregiver resilience to improve the overall safety, quality and experience of care.

"By putting their patients and workforce first each and every day, the AdventHealth Surgery Center of Rome is demonstrating their unwavering commitment to their employees and to the communities they serve," said Patrick T. Ryan, chairman and chief executive officer, Press Ganey. "The caregivers at the AdventHealth Surgery Center of Rome have inspired us with the compassion, empathy and human connection they bring to the clinical health care setting. We are honored to partner with them as we celebrate their achievement."

"Each member of our team at the AdventHealth Surgery Center of Rome puts patients at the center of their work, and I am so proud of their achievement and recognition for all of their dedication to delivering the best in clinical excellence and patient care," said Isaac Sendros, president and CEO of AdventHealth Redmond.

The Surgery Center of Rome, which opened in 1988, performs approximately 6,000 surgeries per year. Specialties include ophthalmology, orthopedics, otolaryngology, gynecology, dental and pain management.

“The Surgery Center of Rome’s goal is to treat co-workers, physicians, patients, and family members like our own family,” said Neal Jochimsen, administrator. “That creates an environment that fosters our tradition of great patient satisfaction. Every member of the team takes pride in caring for members of the communities we serve.”

To learn more about the AdventHealth Surgery Center of Rome, visit [AdventHealth.com/surgery-center/surgery-center-rome](http://AdventHealth.com/surgery-center/surgery-center-rome).

###

**Cutline 1** – Members of AdventHealth Redmond and the AdventHealth Surgery Center of Rome display the prestigious Human Experience (HX) Guardian of Excellence Award®.

**Cutline 2-** Left to right, front row: Sydnie Davis, OR coordinator, Sheila Hall, quality and risk manager, P.J. McElhone, MD, medical director, Tracie Hall, nurse manager, and Evie Lewis, pre-op coordinator. Left to right, back row: Neal Jochimsen, administrator, Alan Guyton, chief financial officer, Michael Moody, consumer access manager, and Hayley Carpenter, director of physician relations.

### **About Press Ganey**

Press Ganey, the leading Human Experience (HX) healthcare performance improvement company, offers an integrated suite of solutions that address safety, clinical excellence, patient experience and workforce engagement. The company works with more than 41,000 healthcare facilities in its mission to reduce patient suffering and enhance caregiver resilience to improve the overall safety, quality and experience of care. Press Ganey is a PG Forsta company.

### **About AdventHealth Redmond**

Founded in 1972, AdventHealth Redmond is proud to be a member of AdventHealth. With a sacred mission of Extending the Healing Ministry of Christ, AdventHealth is a connected system of care for every stage of life and health. More than 80,000 skilled and compassionate caregivers in physician practices, hospitals, outpatient clinics, skilled nursing facilities, home health agencies and hospice centers provide individualized, wholistic care. A shared vision, common values, focus on whole-person health and commitment to making communities healthier unify the system's nearly 50 hospital campuses and hundreds of care

sites in diverse markets throughout almost a dozen states. For more information about AdventHealth, visit [AdventHealth.com](http://AdventHealth.com) or [Facebook.com/AdventHealth](https://Facebook.com/AdventHealth).



